



## **NEWS RELEASE**

Tennessee Regulatory Authority

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**\*Consumer Advisory\***

### **TRA Meets with AT&T Officials to Resolve Billing Error**

**Nashville, Tennessee** – Tennessee Regulatory Authority (TRA) officials today met with AT&T to discuss the complaints filed by several middle Tennessee consumers who have charged AT&T with placing unauthorized service charges on their telephone billing statements. The company issued the following statement concerning the matter:

“AT&T confirms that we experienced a billing error caused by system issues affecting some of our customers, as well as consumers who are not customers of AT&T but billed through third parties.”

The TRA has learned that approximately 18,000 Tennessee consumers will be erroneously billed by AT&T. The company has expressed its intention to cooperate fully with the TRA to resolve the problem.

“We are working with AT&T on a plan that will ensure that all consumers that have been improperly billed will be automatically credited for the amount charged,” said Chairman Debi Tate.

Consumers who have received unauthorized charges on their telephone billing statements are advised to contact AT&T at 1-800-222-0300.

Consumers should contact the TRA at 741-2904 (within Nashville) or 1-800-342-8359 (outside of Nashville) **if** they experience any difficulty in getting their billing problem resolved with AT&T.

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